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# **Soldier & Family Assistance Center (SFAC)**

**DOD Task Force on the Care, Management,  
and Transition of Recovering Wounded, Ill,  
and Injured Members of the Armed Forces**

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**Family and Morale, Welfare and Recreation Command  
(FMWRC)**

**Family Programs, Wounded & Fallen Division  
(FP/WFD)**

## Support to Caregivers

How does the SFAC interface with the WTU?

How does the Army define success for services to Family caregivers?

How does the Army benchmark SFAC performance against comparable services for Families caregivers?

How effective is the SFAC in providing meaningful information?

How well and how quickly does the SFAC meet customer needs?

Provide any survey/customer feedback data.

## ***32 SFAC Centers (USA & USAREUR)***

### **Core SFAC Services**

**SFAC Director/WTU Liaison**  
**Information & Referral**  
**HR/Military Benefits**  
**Education Counseling**  
**Financial Counseling/AER**  
**Social Services Assistant**  
**Outreach Services**  
**Transition Support/ACAP**  
**Child, Youth and School Services**  
**Computer Room**

**National Guard & Reserve Warrior  
Support and Service**

### **Partner Service Support**

**Defense Finance and Accounting Service**  
**Traumatic Servicemembers Group Life Insurance**  
**Veterans Administration**  
**Social Security Administration**  
**Staff Judge Advocate/Paralegal**  
**Non Governmental Organizations**  
**State Veterans Organizations**  
**Chaplain Services**  
**OPM/DOL**  
**Army One Source**  
**Local Volunteer/Veterans Groups**



# Background and Key Concepts

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- IMCOM assumed SFAC mission 15 Jun 07 IAW the Army Medical Action Plan and met 3 Jan 08 FOC
- **SFACs will:**
  - Provide services and care to support the Warrior Transition Unit
  - Provide a safe haven to promote healing and provide services dedicated to the needs of Warriors and their Family members
- **SFAC 3-way Service Delivery Model:**
  - Full time SFAC staff member on site
  - Staff brought forward to SFAC when required, such as SJA
  - Priority appointment at an alternate location that is convenient to WTs
- 208 total GS SFAC Staff, staffing levels support the WTU population, with 2 to 13 staff at each SFAC location
- SFAC Director is supervised by the ACS Director
- MILCON building projects: 5 Open with 13 planned or under construction



# SFAC Implementation

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- August 2007 SFAC concept “ACS on steroids & in and out processing”
- 2009 emphasis on Warrior transition via WTU Comprehensive Transition Plan (established work)
- 2010 & 2011 develop and implement SFAC Family Support Plan to encourage and support Family members (projected work)
- **Most utilized SFAC services:**
  - #1 Information and Referral
  - #2 Human Resources/Military Benefits
  - #3 Education Counseling
  - #4 Transition/Employment
  - #5 Financial Counseling & Assistance (AER also)
  - #6 Social Services provides Assessment / Training / Coordination
  - #7 Computer Room
- Current Warrior in Transition population just over 10,000 total  
Includes both WTU and CBWTU Warriors



# SFAC Family Member Survey

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- **SFAC Survey** conducted during October through November 2009
- Total Responses (1 Oct 09 to 30 Nov 09) – 944
- Main Categories of Responses (% of Total)
  - Enlisted: E1 TO E7 = 90% of Total Responses
    - E-4 = 32%, E-5 = 22% , E-6 = 17%, E-7 = 9%  
(this is the primary deployed group of Soldiers)
  - Officers: 0-2 TO 0-5 = 5% of Total Responses
    - 0-2 = .5%, 0-3 = 2.3%, 0-4 = 1.3%, 0-5 = 1%



# SFAC Family Member Survey



- **Most Utilized SFAC Services**

(multiple services are used by each client)

- Education Services – used 47% of the time
- Financial Counseling / AER – used 35% of the time
- HR – used 26% of the time / ID Cards – used 16% of the time
- ACAP – used 23% / TAP/DTAP – used 10% of the time
- Computer Room – used 22% of the time

- **Partner services varied between 11-19% as follows** (listed in rank order most to least):

- Employment Assistance
- Veterans Benefits
- Information and Referral
- Recreation and Legal Services
- Youth Services
- TSGLI
- Family Support and Child Care
- Chaplain and Transportation (below 10% each)



# SFAC Family Member Survey

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- **Satisfaction Question**

- Written comments reflective of a “9” on 10 point scale: statements included: “a life saver” and “ a God send”

- **“What additional services are needed at the SFAC?”**

- 87% response rate of “no other services needed”

- **“What more could have been done during the first days?”**

- 70% indicated “nothing more could have been done”

- **“Would you like us to contact you for further support?”**

- 71% saying “no further contact” however the 29% who would allow contact provided a valid email and/or telephone number





# SFAC Customer Service

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- IMCOM garrisons use **Customer Management Services (CMS)** to evaluate all customer support activities via the Interactive Customer Evaluation-**ICE** system
- This CMS system provides the Garrison Commanders with the **“voice of the customer”** and a process to evaluate all programs and services
- CMS goals:
  - Capture and analyze customer feedback to improve installation programs and services
  - Measures installation service performance and importance from supported Commander and customer perspectives (**“you’re only as good as your customer say you are” – Lean Six Sigma**)
  - Improve performance, readiness, retention, recruiting, and work-life balance



# SFAC Customer Service

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- Service providers have a requirement to respond within 72 hours
- Process focuses on individuals and their service provided
- Formal garrison quarterly issue resolution process
- All SFAC facilities are IMCOM garrison direct service providers which support the Warrior Transition Units and receive ICE Comments
- SFAC Directors have this customer service and positive CMS activities written into their performance standards
- An example:  
Fort Stewart SFAC, supporting the 3<sup>rd</sup> Infantry Division, has a long history of excellent service supported by an annual **positive** customer service response rating **in 98% of 209 ICE comments received**



# SFAC Customer Service and Support

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- SFAC also participates in all garrison activities:
  - Town Hall meetings
  - Army Family Action Plan (AFAP) Conferences and activities
  - Garrison Focus Groups or activities
- Every SFAC has strong liaison with the local WTU and attends all WTU Town Hall meetings providing an immediate open forum for issue presentation and discussion
- SFAC is available to meet with and support the WTU Family Support Group (FSG) and Family Readiness Support Assistant (FRSA) if needed (FRSA works directly for WTU Cdr)



# Service Example – Financial

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Warriors and their Family members have questions about their financial situation and money issues

- Considered an “initial assessment” issue
- What is the Families concern?
- What is their financial situation?
- Consider TSGLI!
- Other Family considerations that need a look?
- Is there a willingness to address financial management?



# Service Examples

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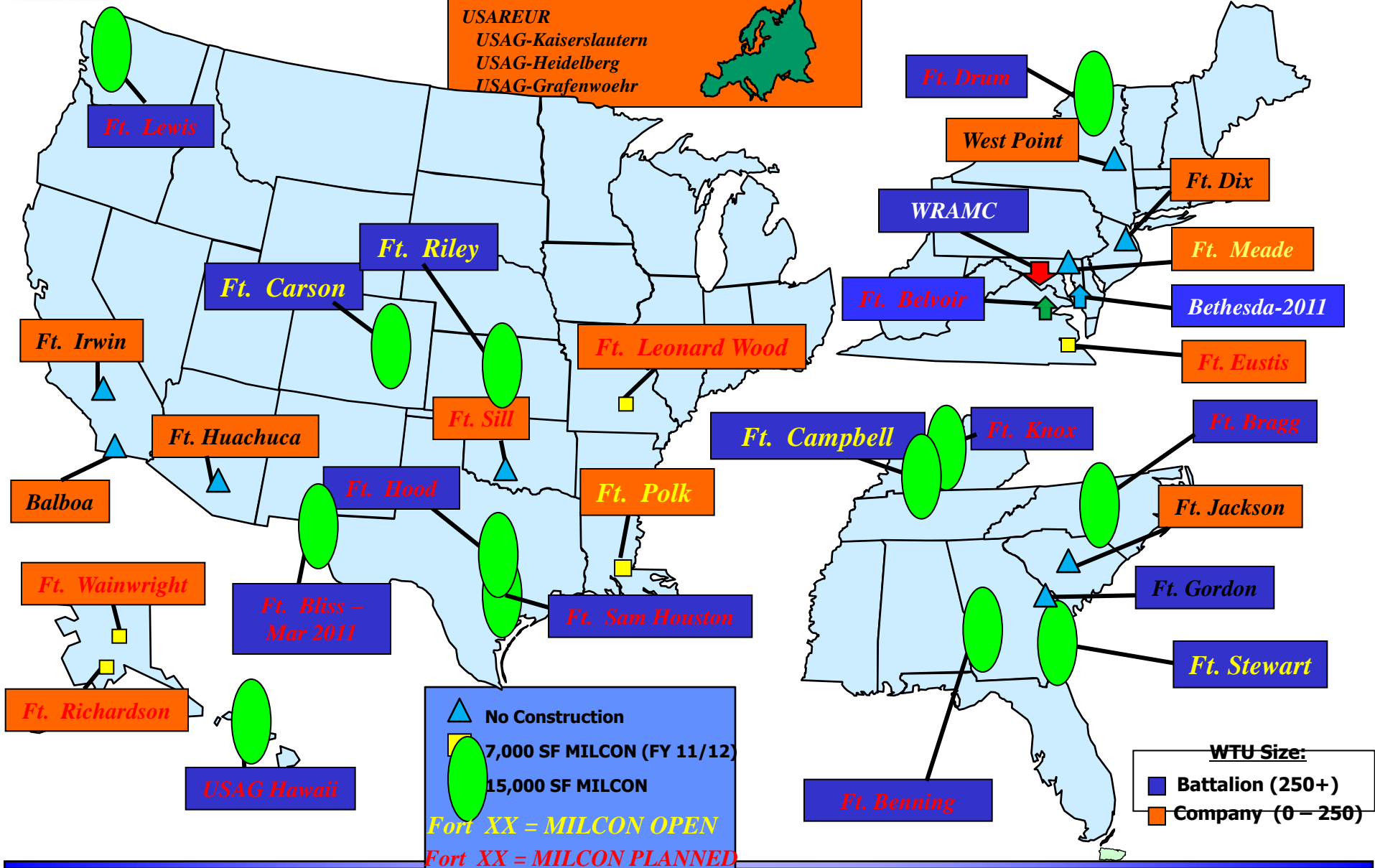


- The Association for Financial Counseling and Planning Education (AFCPE) is a non-profit professional organization created to promote the education and training of the professional in financial management
- Certified individuals must meet education, experience, and ethical requirements
- Program requires over 1000 hours of hands on supervised experience prior to certification
- In addition, continuing education and annual fees are required to maintain a certificate
- SFAC Financial Counselors are certified AFCPE counselors and GS employees technically proficient in this field

# SFAC Facility and MILCON Locations

No USAREUR Construction

USAREUR  
USAG-Kaiserslautern  
USAG-Heidelberg  
USAG-Grafenwoehr





# SFAC POC's

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Wounded and Fallen Division  
Mr. James Larsen, Director  
210-808-0358

SFAC Program Manager  
Mr. Charles O'Leary, Program Manager  
210-808-0345

[charles.oleary1@us.army.mil](mailto:charles.oleary1@us.army.mil)

SFAC Support Specialist  
Mr. Chris Watson, Support Specialist  
210-808-0344

[christopher.a.watson@us.army.mil](mailto:christopher.a.watson@us.army.mil)

# 15 MIN BREAK

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Followed By

Clinical Aspects of the  
Warrior Care and Transition Program